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Issue 9

Volume 4

September 2016

# *Massachusetts State 911 Department Newsletter*

## *Boxborough Police Goes Live with Next Generation 9-1-1!*



*Dispatcher -Brenda Santucci*

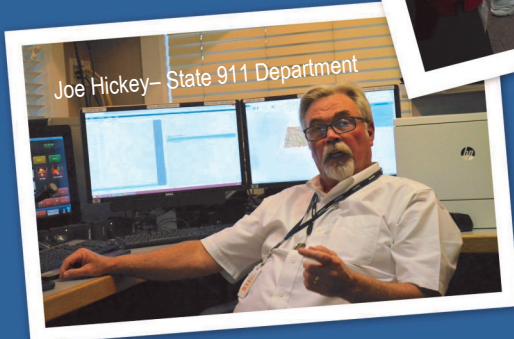
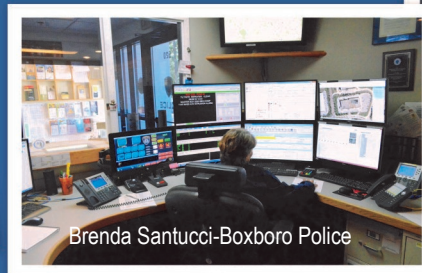
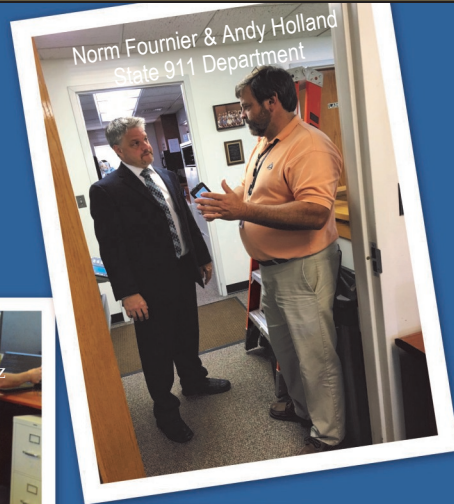
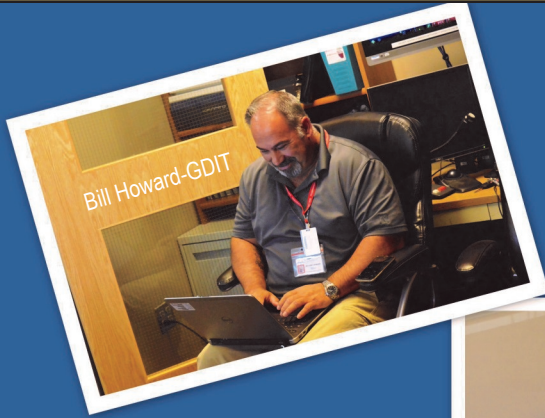


*Boxboro Police Chief –Warren Ryder*

The State 911 Department is pleased to announce that on Tuesday, August 9, 2016 at 15:15 hours, the Boxborough Police Department became the first PSAP in the Commonwealth to go live with the new Next Generation 9-1-1 system. Dispatcher Brenda Santucci successfully received and processed the first Next Generation 9-1-1 call. After many hours of hard work and dedication from the State 9-1-1 Department staff, our service provider, General Dynamics Information Technology (GDIT), and our Public Safety partners, the State 911 Department looks forward to rolling out the new system statewide. Like Doc said, “Great Scott!! We are going back to the future!”



# Behind the Scenes of the Next Generation 9-1-1 Boxborough Deployment



## Updates from our Systems Division



### **New 911 Systems Director**

We are pleased to announce that the vacant 911 Systems Director position has been filled by Shahri Moin. Shahri has worked at the State 911 Department since 2014, and his previous experience with Verizon working on the Vesta system and private sector experience in the information technology field make him a valuable asset and resource for the State 911 Department. Please congratulate Shahri on his new role. His contact information is [Shahri.moin@state.ma.us](mailto:Shahri.moin@state.ma.us) and his office number is 508-821-7306.

### **Systems Group**

You may have received a letter from Verizon stating Verizon is moving towards removing copper in a number of communities in Massachusetts. We do not anticipate that this will have any impact to the current 9-1-1 network or system based on our discussions with Verizon. The following communities are the towns Verizon has targeted for this work: Ashland, Boxborough, Duxbury, Essex, Framingham, Holliston, Hopkinton, Lawrence, Marshfield, Medway, Methuen, Millis, Newton, North Andover, Wayland. Your PSAP should be receiving a letter from Verizon if your community is targeted for this work. If you have any questions or concerns about how this affects 9-1-1, please contact Norm Fournier at [norm.fournier@state.ma.us](mailto:norm.fournier@state.ma.us). Verizon will provide a contact name and number in the letter for non-9-1-1 related questions.

### **Next Generation 9-1-1**

The State 911 Department is happy to announce the Next Generation 9-1-1 deployment is underway and we expect to complete the pilot project by early October. To date, we have cutover Boxborough, Blackstone, Duxbury, Rockport and Grafton. Thanks to Chief Ryder at Boxborough, Chief Atstupenas in Blackstone, Chief Crepeau in Grafton, Chief Horvath in Rockport and Captain Reardon at Duxbury for working with us as we ensure the system is thoroughly tested and the deployment processes are as smooth as they can be. We couldn't have done it without all of you, and we thank you all for your patience and understanding. We are planning to start the rollout to PSAPs outside the pilot program after Columbus Day. If you have any questions on the Next Generation 9-1-1 project, please contact Norm Fournier at [norm.fournier@state.ma.us](mailto:norm.fournier@state.ma.us).

## Updates from our Training Division

### **Disability Indicator Form**

Please note that we have made a revision to the "Disability Indicator" form. The form now states that the Disability Indicator Program is only available **for citizens that have a landline telephone**. This is not a change to the program but instead clarification for cell phone users that have expressed interest in participating. For more information on the Disability Indicator Program, please visit our website at [www.mass.gov/e911](http://www.mass.gov/e911)

### **Fiscal Year 2016 Annual Certification of Compliance**

The Fiscal Year 2016, Annual Certification of Compliance Form was due into the State 911 Department by July 31, 2016. If your PSAP has not submitted the FY2016 Annual Certification of Compliance Form, it is important that you do so immediately. The State 911 Department intends to contact PSAPs that are not in compliance by U.S. Mail shortly. If you need assistance or have questions about the process, contact Venus Wheeler at [venus.wheeler@state.ma.us](mailto:venus.wheeler@state.ma.us) or Monna Wallace at [monna.wallace@state.ma.us](mailto:monna.wallace@state.ma.us).

### **New Email Address for Training**

The State 911 Department has a new email address specifically for training. You may email us at [911training@massmail.state.ma.us](mailto:911training@massmail.state.ma.us) with questions and log in ID requests. For your convenience, you may also submit your training applications via email to this address.

### **Next Generation 9-1-1 Training Update**

The deployment of Next Generation 9-1-1 is underway and training for the new system has begun. Your PSAP will be contacted in advance of your deployment date to provide you with a training schedule. The State 911 department intends to contact PSAPs approximately 90 days prior to deployment to schedule informational workshops that will provide critical information leading up to deployment, including your deployment date. You may contact us with questions about Next Generation 9-1-1 training at [911training@massmail.state.ma.us](mailto:911training@massmail.state.ma.us).



## Updates from our Fiscal Division



The **FY 2017** Grant Guidelines timeline reimbursement requests have been modified to enable the State 911 Department to expedite the processing timeline for reimbursements. The FY 2017 Grant Guidelines state: “The State 911 Department staff will review all reimbursement requests and make selection recommendations to the Executive Director or his designee. The State 911 Department staff will make its best efforts to review reimbursement requests and take action within thirty (30) business days of receipt of the reimbursement request.”

PSAPs should ensure that all reimbursement requests contain, where applicable, the following required documentation:

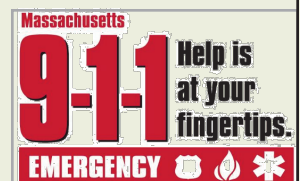
- State 911 Department FY 2017 reimbursement forms;
- Payroll reports detailing hours, rates, check number, check date;
- Proof of payment (if the check is in an amount greater than that being requested, a breakdown of the check is required to show payment of the applicable invoice); and
- Detailed invoice.

PSAPs should ensure all applicable fields on the forms are completed and that all documentation is legible. Should a PSAP not receive an action on a FY 2017 reimbursement request within sixty days of submission, the PSAP should send an inquiry via e-mail to [Michelle.Hallahan@state.ma.us](mailto:Michelle.Hallahan@state.ma.us)

PSAPs utilizing non-certified telecommunicators to replace certified telecommunicators attending approved 911 trainings who are performing duties other than 911 call handling must clearly identify that these individuals are performing a function other than 911 call handling to be eligible for reimbursement.

The State 911 Department is please to report that all **FY 2016** reimbursement requests are being processed in compliance with the time frame in the Grant Guidelines, that is within 30 business days of receipt of all necessary documentation.

In addition, all **FY 2015** Support and Incentive Grant reimbursement requests for which the State 911 Department has received all required documentation have been processed. The State 911 Department will continue to work on the backlog of the FY 2015 Training Grant and EMD/Regulatory Compliance Grant reimbursements. The State 911 Department wishes to thank all the PSAPs for their patience and assistance as we work to reconcile this backlog.



## Massachusetts Equipment Distribution Program



The Massachusetts Equipment Distribution Program (Mass EDP) offers a variety of adaptive telephones for Massachusetts residents with a permanent disability. There is a simple application process that verifies the applicant's residence and disability. If the applicant's annual income is \$50,000 or less, there is no charge for the telephone.

For an application or more information about Mass EDP, visit the website at [www.mass.gov/massedp](http://www.mass.gov/massedp) or call our customer service center at 1-800-300-5658 voice/TTY.

This month we are featuring the "Trutone Electrolarynx" Speech Aid. This particular device is designed to assist people who have had a laryngectomy. Communication is very important and this device facilitates that.

### ***THE TRUTONE ELECTROLARYNX SPEECH AID***

#### **Features of the TruTone Speech Aid**

- The best sound quality available.
- A single pressure sensitive button, for smooth and natural voice intonation.
- User friendly controls.
- Wide frequency range.
- Powerful volume range.
- Energy efficient design for extended battery life.
- Independence through 9 volt batteries.
- Light Weight and small size.
- Durable impact resistant materials.
- Well crafted for years of quality service.

